

Fire Department

City of Newton Performance Management
November 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has gone up since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Maintain a trained department of fire personnel					
	↓	Training Hours	1176	400	776
	↓	% of Firefighters and officers who received monthly specialty training	80%	85%	-5%
2. Respond quickly to emergency calls					
	↑	% of responders on scene within 6 min (all calls)	92%	90%	2%
	→	% of responders on scene within 6 min (fire calls)	100%	90%	10%
	↑	Average Response Time of Medical Calls	3:53	6:00	2:07
3. Provide fire prevention in the community					
	↑	Total # of fires	8	12	4
	↓	Number of Inspections	142	200	58
	↑	Number of Permits issued	95	100	5
	↓	Number of Violations/Citations written	2	11	9

Notes

The specialty training for the month of November was Carbon Monoxide Emergencies (one class had to be re-scheduled in early December)
The number of fires in target column reflects the average for the month over the past three (3) years.
The target for Number of Citations is the number of Citations issued last year for the month.